Maitri as sole point of contact for availing the approvals required for setting up a business in the state of Maharashtra.

Government of Maharashtra
Industries, Energy and Labour Department
Government Circular No : E-Biz-2016 / C.R.176 / Ind-8
Mantralaya, Madam Camas Road,
Hutatma Raj guru Square,
Nariman Point, Mumbai – 400 032.
Date: 31 August, 2017.

Ref : 1) Government Resolution Department of Industry, Energy & Labour No. E-biz- 2013 / C.R.117 / Ind-8, dated 1-3-2014.
2) Government Resolution Department of Industry, Energy & Labour No. MPM -2014/ C.R.88 /E-biz- 2013 / C.R.117 / Ind-8, dated 8-1-2015
3) Government Resolution Department of Industry, Energy & Labour No. MEM-2015 / C.R.105 / Ind-8, dated 11-2-2016.

Preamble –

The Department of Industrial Policy & Promotion (DIPP) under Ministry of Commerce & Industry, Government of India, has issued a Business Reforms Action Plan 2017 for States / UTs. This initiative by the Government of India is taken to improve the Ease of Doing Business across the states in the country. The States will be evaluated based on their compliance with the parameters mentioned in the Action Plan 2017. DIPP will carry out the evaluation based on timely responses for approvals of various applications, the feedback given by investors about their experience of using the facilities and responses provided by the robust grievance redress mechanism in place.

In order to facilitate the industries in state & to provide them all NOCs / permits / permissions required pre-operation / during production / after production immediately and at ease, the Government of Maharashtra has established MATRI – single window cell vide Government Resolution dated 11/2/2016. MATRI cell facilitates to investors and businessmen to register, apply, monitor, track and receive approvals/ certificates/ NOCs/ permissions at their convenience from his/ her home or office and to avoid the need of physically visiting the different Departments to avail these permits

MAITRI consists of an online single window portal where the investor can apply for various approvals/ certificates/ NOCs/ permissions and a physical bureau which helps the investor expedite the process of receiving the approvals and act as an appellate authority in exceptional cases via helplines. **The MAITRI Single Window is a one-stop-shop with the**

functionality of online application submission, payment and download/ receipt of approvals and tracking and monitoring of the approvals required for setting up a business in Maharashtra. MAITRI Single Window is being implemented as an initiative to enhance the ease of doing business scenario for businesses in the state. At present the various services to industries are provided through online as well as physical process, however to have single point of contact for all industry and business related services as per the Directives of DIPP business reform Action Plan 2017, the proposal to declare the MAITRI cell as sole point of contact for setting of business was under consideration.

<u>Circular</u> :

Considering the above fact mentioned above Government of Maharashtra Department of Industry here by directs that " MAITRI Single Window cell shall be the **sole point of contact for setting up a business** in the state of Maharashtra and it is **mandatory that all the applications should be submitted online through the single window**."

The guidelines for its implementation shall be issued by Development Commissioner & Director of Industries.

This Government circular of Maharashtra Government is available at the website www.maharashtra.gov.in. Reference no. for this is 201709011550110710. This order has been signed digitally.

By order and in the name of the Governor of Maharashtra.

Sanjay Shankarrao Ingle

Digitally signed by Sanjay Shankarrao Ingle
DN: c=IN, o=Government Of Maharashtra, ou=Industry Department, postalCode=400032, st=Maharashtra, 2.5.4.20=f0d616600e4d2f510d1c8cc19813e070ad282d2275bf6fc132a2dee97f14e0a6, serialNumber=d337930b14433dc62c0154af2bbc60bb5a6edcaa66b7f34596c50a27eb0f6333, cn=Sanjay Shankarrao Ingle
Date: 2017.09.01 15:41:11 +05'30'

(Sanjay Ingle)
Deputy Secretary to
Government of Maharashtra

To,

1. Principle Secretary to the Hon'ble Governor of Maharashtra.
2. Principle Secretary to the Hon'ble Chief Minister of Maharashtra.
3. Private Secretary to Hon'ble Minister (Industry) Maharashtra.
4. Private Secretary to Hon'ble Minister of State (Industry) Maharashtra.
5. All Private Secretaries to All the Hon Ministers / Ministers of the State.
6. Chief Secretary of Maharashtra.

7. Private Secretary to Hon'ble Leader of Opposition, Maharashtra Legislature Assembly, Vidhanbavan, Mumbai.
8. Private Secretary to Hon'ble Leader of Opposition, Maharashtra Legislature Council, Vidhanbavan, Mumbai.
9. All Additional Chief Secretaries /Principal Secretaries / Secretaries to the Government of Maharashtra.
10. Development Commissioner (Industries) Directorate of Industry, Mumbai.
11. All Departments of Mantralaya, Mumbai.
12. All Desk Officers in the Industries, Energy and Labour Department.
13. The Industries, Energy and Labour Department (Ind-8) Select file.